



Arizona Department of Public Safety Crime Victim Services Newsletter

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safety
information
justice
**VICTIMS'
RIGHTS**
AMERICA'S VALUES

**National Crime Victims'
Rights Week:
April 18-24, 2004**

Crime Victim Services
www.azvictims.org

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The mission of the Arizona Department of Public Safety's Crime Victim Services Unit is to effectively administer VOCA Assistance funds by ensuring appropriate and accessible services are available to crime victims, enhancing the delivery of those services through technical assistance, training opportunities, and promoting a continuum of care for every victim in every community.

New On-line Grants Management System

This year's renewal process is underway and the new on-line grants management system went live on March 15, 2004. The on-line system is available as a link at www.azvictims.org.

Nonprofit and criminal justice agencies who have already submitted their applications informed CVS they had a positive experience using the system. They stated the system was easy to use and that help screens provided detailed information that assisted them through each screen.

All renewal applications must be submitted on-line no later than April 23, 2004 at 3 pm. Because this is a new system, it is recommended agencies not wait until the last minute to complete and submit their request to renew VOCA funding.

With the installation of this system, agencies will begin submitting monthly financial and quarterly programmatic reports on-line after July 1, 2004. CVS will be conducting a survey to determine if training on the completion of reports will be necessary.

While working with Agate Software, CVS staff developed a great relationship with our primary programmer, Walter Pelowski. We have asked him to author an article for our newsletter...

...and here's Walter



Hello Arizona
VOCA subgrantees and greetings from the Great Lakes state! DPS invited me to regularly proffer some technology-related information in their newsletters. It is a pleasure for me to have been given this opportunity to bring others into the geeky nerddom that is my profession.

I believe I should begin by introducing myself. My name is Walter Pelowski and I am a 26-year old Web Application Developer/Trainer/Technical Editor/Fill-in-the-Blank from Agate Software, a company based in Lansing, Michigan. I am one of the primary developers of your new Web-Based Automated Grants System (WAGS) and have been working on such systems since graduating from Michigan State University in 2000 with a degree in Communication.

The WAGS system that you're using has been developed to be an exclusively web-based system and was designed from the very outset to be used via the Internet. As a result of having a system specifically tailored to use Internet technologies, there are some obvious benefits that result. The first, and perhaps most obvious, is that this system can be used anywhere that has basic access to the World Wide Web. The second major benefit of an on-line system is that when you enter something into the system and save it,

CVS can see it immediately. Although CVS staff members will not be reviewing your information until after it is submitted, all of the saved information is instantly accessible. Finally, this on-line system can and does automate some processes that may have been cumbersome in the paper-based system. As an example, the system automatically performs error-checking to ensure your application is free of business-rule errors prior to submission. We hope you like it; we're confident that you'll benefit from it; and if you have questions or difficulties please contact your VOCA grant coordinator or the Agate help desk at (800) 820-1890 or by email at helpdesk@agatesoftware.com.

EMDR: An Essential "Tool" for a Counselor's Toolbox

(article provided by:
Sarah Kennedy, Executive Director
AZSAN)

Eye Movement Desensitization and Reprocessing (EMDR) is quickly becoming a valuable and sought-after method for treating victims of trauma. Use of EMDR is revolutionizing the treatment of commonly seen mental health problems (such as depression, anxiety, phobias, etc.) and some of the most troubling and difficult-to-treat problems professionals deal with in clinical settings

(such as post-traumatic stress disorder, substance abuse, eating disorders, and dissociative disorders).

Originated by Dr. Francine Shapiro, EMDR is a powerful way to get the brain to process much more quickly than usual. Dr. Shapiro advances the theory that memories of traumatic experiences are stored in a different part of the brain than pleasant or neutral ones. By utilizing rhythmic eye movement or other stimulus, the practitioner is able to dislodge the unpleasant memories or thoughts from their undesirable place in the brain, thus allowing the material to neurologically reconnect to a healthy part of the brain. The material is then reprocessed and integrated at an accelerated speed, and the trauma becomes an unfortunate memory rather than the severely painful memory that it was before the treatment.

Originally, EMDR was practiced to treat the after-effects of psychological trauma in instances of assaults, natural disasters, traumatic grief, and other acutely painful situations. Practitioners observed that the technique worked with unusual speed, and brought about a degree of relief that was unusually high. Today, EMDR is a very common and effective "tool" that therapists demand to have in their professional toolbox.

Cheryl Sanders, a sexual assault therapist for EMPACT-SPC states, "Since the introduction of EMDR into my practice, I have been able to participate more quickly and more completely in the healing of trauma in the people I work with. This technique

has helped those who've been stuck in traditional therapies overcome difficult obstacles and has provided an effective alternative to those for whom other therapies seemed too overwhelming to engage in."

EMDR was a highly praised workshop in Arizona's recent Sexual Assault Conference and there has been a rapid growth in the trend to use it in helping victims process trauma. Recognizing this trend, AzSAN offered this brief EMDR description to make service providers aware of its success in improving victim outcomes and to alert them to stay competitive in granting processes. Go to www.emdr.com for more information on EMDR.

2004 Walk to End Domestic Violence



The second annual Walk to End Domestic Violence is scheduled for Saturday, April 24, 2004 at 7 am. The Walk raises awareness of the critical issue of domestic violence and raises funds for local domestic violence shelters and service providers.

Last year's event attracted 3,000 walkers and raised more than \$130,000. In addition to raising much-needed dollars, event organizers say the collective walk itself symbolizes the public's growing concern over the issue of domestic violence. "The walk allows the public to get behind the issue and do something positive," said Walk Chair Gene D'Adamo, Vice President of Community Relations for the Arizona Republic.

This year's 5K walk and competitive run course will

take participants around the State Capitol and downtown Phoenix area, finishing at Wesley Bolin Plaza. Governor Janet Napolitano is scheduled to participate.

The Walk is sponsored by the Arizona Republic and Channel 12 News and is expected to draw more than 5,000 participants. Registration forms are available on-line at www.dvwalk.azcentral.com or at all Safeway and Bank One locations. For more information contact Carolyn McBurney at 480-329-8998.

Victims' Rights: America's Values

National Crime Victims' Rights Week is April 18-24, 2004. Information regarding all activities and resources can be found at www.ojp.usdoj.gov/ovc.

Arizona Events Calendar

Phoenix

April 18, 2004 - 3:30-5:30 pm
Wesley Bolin Plaza

Arizona Crime Victims' Rights Week kickoff. This commemorative event honors victims, their families, and the professionals and volunteers who serve them.

April 18, 2004 - 6:00 pm
Capitol Courtyard

Parents of Murdered Children will be holding their annual Victims' Rights Candlelight Vigil.

April 19, 2004 - Noon
Wesley Bolin Plaza

In the "Honor Their Voices" ceremony, Maricopa County Attorney Rick Romley will unveil the newly installed Arizona Crime Victims' Rights Monument. US Senator Jon Kyl and Phoenix Mayor Phil Gordon will also join him in presenting attorney Steve Twist with the first

"Victims' Voice Award" for his unwavering commitment to Victims' Rights in Arizona.

Tucson

April 24, 2004 - 5:00 pm
Children's Memorial Park

Homicide Survivors will be holding their annual Candlelight Vigil in memory of those whose lives have been lost to violence.

Statewide

April 21, 2004

This year, The Arizona Sexual Assault Network is sponsoring the first annual Denim Day. Arizonans across the state are being urged to break the dress code and the silence about sexual assault and wear their jeans Wednesday, April 21st. Refer to the flyer on the back of this newsletter for more details.

For more up-to-date information on events happening around the state, see the Events Calendar at www.ag.state.az.us.

Victims' Rights Training for Nonprofits

The Attorney General's Office has developed a 3-hour abbreviated victims' rights training for nonprofit organizations. This class will meet the DPS training requirement for VOCA subrecipients. Two classes have been scheduled as follows:

- ◇ June 15, 2004 9-12
Glendale Advocacy Ctr
- ◇ June 16, 2004 9-12
AZ Post

All attendees must be registered with the AG's office to attend. To register or for more information, contact Sara Lynne Vasquez by phone at (602) 542-8409 or by email at saralynne.vasquez@ag.state.az.us.



News from OVC

► The Office for Victims of Crime has created a new web forum that links crime victim service providers to their colleagues in other states.

This web forum allows agencies to tap into a national network of people facing similar challenges and experiences. It's the perfect place for providers to gain peer insight and support related to best practices in victim services.

This forum can be accessed at <http://ovc.ncjrs.org/ovcproviderforum> or as a link on the www.azvictims.org website.

► OVC is pleased to announce the availability of Professional Development Scholarships to those who work with victims of crime. The program provides up to \$1,000 for individuals and up to \$5,000 for multi-disciplinary teams for victim service professionals seeking continuing education opportunities. The scholarship is administered by the Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC). The application can be accessed on-line at www.ovcttac.org/scholarship.cfm or call TTAC at (866) 682-8822.



Answer This..

Question- Our agency was allocated training funding to attend the annual ACVS Conference in June, 2004. Now that the conference has been cancelled, can

this funding be utilized for other training relevant to the scope of our contract?

Answer- Yes, with the approval of your grant coordinator, this funding can be utilized for other appropriate training. When contacting your coordinator for approval, be sure to have available the name and purpose of the conference/training, the name of the agency conducting the training, the name and position of the individual who would be attending, and a brief description of the skills to be acquired and utilized.

Core Performance Measures

During the last year, work has been conducted to develop core outcome measures for victim service providers. To date, core measures have been identified for domestic violence programs and sexual assault hotline providers.

Listed below are the core outcomes and quality measures identified for Domestic Violence Service Providers:

Core Outcomes:

Healing:

Knowledge:

- ◊ Victims reporting an increased knowledge of services available
- ◊ Victims reporting an increased knowledge and understanding of domestic violence and its effect on their life

Engaging:

- ◊ Victims who report feeling believed/not alone
- ◊ Victims who report they are (re)gaining control of their lives

Coping/Emotional Recovery (Experiencing):

- ◊ Victims who report having increased feelings of well-being
- ◊ Victims who report they know how to access short and long-term resources that meet their emotional and safety needs

Justice:

Knowledge:

- ◊ Victims who report having an increased understanding of their legal options

Safety:

Knowledge:

- ◊ Victims that know how to plan for their continued safety

Experiencing Safety:

- ◊ Victims reporting their safety has improved

Core Quality Measures:

- ◊ Victims expressing satisfaction with services
- ◊ Collaborative partners reporting satisfaction with working relationships and services provided

Listed below are the core output and outcome measures identified for Sexual Assault Hotline Programs:

Core Outputs:

- ◊ # of local calls answered
- ◊ # of toll-free calls and RAINN calls answered
- ◊ # of calls received by area code and prefix for local line, toll-free, and RAINN line
- ◊ Average # of minutes per call
- ◊ # of calls under 3 min
- ◊ # of calls 3-10 min
- ◊ # of calls 11-20 min
- ◊ # of calls over 20 min
- ◊ # of referrals given to callers
- ◊ # of callers referred to crisis teams
- ◊ # of callers referred to

in-house counseling and/or case management/advocacy services

- ◊ # of callers provided crisis intervention for sexual assault or sexual abuse

- ◊ # of callers provided crisis intervention for other than sexual assault or abuse

- ◊ # of callers provided information and referral only

- ◊ # of callers designated "prank"

- ◊ # of callers designated "other"

Core Outcomes:

Healing

- ◊ Callers requiring on-site mobile crisis services

- ◊ Callers accepting in-house counseling services

- ◊ Callers who developed a plan of action

- ◊ Callers reporting improvement

The CVS Newsletter is now on the web!

Our newsletter is moving to an electronic version. All future publications will be available as a link exclusively on our web-site www.azvictims.org. You will be notified through email after each edition is posted.



We always welcome input for articles in our quarterly newsletter. Forward ideas to your grant coordinator.



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FIRST ANNUAL DENIM DAY IN ARIZONA

April is Sexual Assault Awareness Month

Wednesday, April 21, 2004



Arizonans across the state are urged to break the dress code and the silence on Wednesday, April 21, and wear their jeans in observance of Denim Day. The Arizona Sexual Assault Network is sponsoring Denim Day. The Denim Day Campaign began in 1999 in California as part of an international protest of an Italian High Court decision to overturn a rape conviction because the victim was wearing jeans. The Italian Supreme Court dismissed charges against a 45-year-old rape suspect because his 18-year-old victim was wearing jeans at the time of the attack. The Court stated in its decision that "It is common knowledge... that jeans cannot even be partly removed without the effective help of the person wearing them... and it is impossible if the victim is struggling with all her might." The judgment sparked a worldwide outcry from those who understand the coercion, threats, and violence with which the act of rape is accomplished. The unpopular verdict became an international symbol of myth-based injustice for sexual assault victims.

AWARENESS IS THE KEY

*AzSAN will provide you with a button that asks "Why Denim?"
When someone asks about it, you can raise their awareness by telling the above story.*

**Wear Jeans * * * Support your local Sexual Assault Prevention Programs
Talk About It * * * Challenge Harmful Myths * * * Make Changes
Organize to make our community safer from sexual assault**